

JOHN BAYOH SMOOTH

Matadi • Monrovia - Liberia • Tel :(+231-555-339-050/+231-770-366-256) Email:
send2smooth@gmail.com/jsmooth@medicalteams.org

Microsoft Certified Professional (MCP)

Personal Profile

A Microsoft Certified ICT Specialist with good technical expertise in the area for 12 years. Very ambitious, self-motivated individual who has the necessary IT skills, personal attributes and managerial experience required for a successful career. Boasting a strong ICT experiences and a proven track record of bringing value to an organizations, institutions, as well as possessing valuable skills and an agile technical mind that is able to come up with innovative technological and managerial solutions to seemingly intractable problems, Extensive practical knowledge of complex systems builds hands-on hardware and software testing, hands-on network support, technical support and computer repairs; Specialized hands-on Ms Excel, Ms Access SQL, MYSQL, GPath, CSPro, CSPSS, Magpi software's and Microsoft Project.

Career Objectives:

To shoulder the responsibilities of a Database Designer and help organizations in designing a database architecture, maintaining its reliability, and ensuring a stable and secure database environment.

Summary of Skills:

information security, Proven track record of database

designing for business models Ability to communicate clearly and effectively

In-depth knowledge of using a variety of programming languages, database and operating systems on multiple platforms

Extensive knowledge of system security alliance and security control measures

Possess excellent troubleshooting and time management skills

Skilled in developing users' interfaces using Internet programming applications

Familiar with risk analysis and database spreadsheet alignment

Excellent team player with ability to handle multiple tasks

Areas of Interest:

To evaluate database integrity, integration and security in an effective and efficient way to develop and design Databases as well as create different data model

KEY SKILLS

Technical Skills

- Managing Ms Office 365 suite user account
- information security
- Risk management
- Cloud
- Cisco LAN Switches and Routers Technologies
- Cisco IP Routing Technologies & Cisco Meraki and Cyberoam firewall
- Mikrotik Router and Wireless Configuration
- Microsoft Project/2003/2007/2010/2016
- SQL/MYSQL
- LAN/WAN/VPN Technician, and Managed Firewall
- HP and Dell servers Configuration

- Windows Server 2008/2012 Administrator
- VSAT Installation and Maintenance
- VMware virtualization
- Hardware, and Network maintenance
- Installation of Mac OS/Linux/Ubuntu
- Windows Mobile/Blackberry/Android
- Hands-on usage of GPath, CSPro, CSPSS, Magpi software
- Microsoft Office 2010/2013/2016 Suite
- Microsoft Outlook/Office 365 Exchange
- Microsoft Windows/XP/2007/2008/2009/2010
- Workstations Setup via Team viewer and Skype for Business
- Managed UPS and other power backup systems
- Closed-Circuit Television (CCTV)
- Customer Service Oriented
- Good knowledge on Android Apps and learning Apps Development

WORKEXPERIENCE

Medical Teams International (MTI)

IT Consultant NOC Engineer from March 2019- Present

Duties

- Network Operations Center (NOC) Engineer my expertise is to manage and monitoring of MTI Liberia network from any centralized location in resolving any issues related to servers, networks errors, malware, Cisco Meraki and all issues pertaining to security and communications by consistently troubleshooting and monitoring, in case of any problem my decisions have to be made quickly, or inform my boss overseas in order to maintain MTI organizational efficiency and an ideal network.
- Risk management
- information security
- Managing Windows server 2012 R2, Ms Office 365 suite user account & Ms Outlook 365
- Managing Malwarebytes Cloud Console
- Managing Cisco Meraki Dashboard: Cloud Track
- Creating, Delete and Resetting user password within Ms Office 365 suite
- Installing Ms Office 365 suite desktop Apps & Ms Office 2013/2016 Offline installer
- Managing Cisco Routers, google Drive both web and Desktop Apps & cloud/online Back-up
- Create training for staff on newly software & Ms office 365 desktop Apps
- Create inventory Database Schedule backup plan for departmental activities
- Worked closely with the COP, HR, Finance and logistics and procurement department
- Desktop Support & assisting Administrator and end-user using Skype for Business
- Keeping HQ updated with ICT Information and the rounding of the ICT department
- Prepared, oversaw and coordinated database and application designs & skype for business
- Developed structural designs of various databases based upon logical data models
- Determined user requirements as well as set-ups and tested computer databases
- Worked closely with system users to make sure that the information system strategies meet with the program requirements & Introduced cloud backup utility
- Followed W3C programming standards for achieving accessibility standards
- Performed coding, documentation and testing of programs
- Developing and maintaining the organization IT systems, software and database.
- Having strong IT, commercial, planning and budgeting skills
- To evaluate, test, advise, train and support IT related projects
- Procurement of IT hardware, software and maintenance products and services.
- Configuration and data disaster recovery routine plan management

West Construction

IT Consultant August 2018 - Present

Duties

- Responsible for hardware and software installation, maintenance and repair.
- Configuration and maintenance of LAN & WAN
- Procurement of IT hardware, software and maintenance products and services.
- Configuration and data disaster recovery routine plan management
- CCTV Installation
- Repair of laptops and desktops
- Software Installation, like Revit, Bluebeam, Autodesk Revit, Auto cad and Etc.
- Fiber Optic maintenance

UTE-Elecnor-Eiffage World Bank

Project Power Côte d'Ivoire, Liberia, Sierra Leone, and Guinea CLSG

Power Interconnection

IT Officer May 2018 - February 2019

Duties

- Computers network printer
- software, network plotter, Android devices
- network system, troubleshooting, configuring, installing,
- computers hardware repairs, and network setting up on computers
- Desktop Support, working in google online drive.
- Daily and Weekly reporting

JLNB-360 USAID (Shine Project)

IT Consultant March 2017- Present

Duties:

- Handled the tasks of designing, developing and maintaining optimized databases
- Identified and procured database software tools for efficient database development and usage
- Developed structural designs of various databases based upon logical data models
- Determined user requirements as well as set-ups and tested computer databases
- Prepared, oversaw and coordinated database and application designs
- Worked closely with system users to make sure that the information system strategies meet with the program requirements
- Followed W3C programming standards for achieving accessibility standards
- Performed coding, documentation and testing of programs
- Developing and maintaining the organization IT systems, software and database.
- Having strong IT, commercial, planning and budgeting skills
- To evaluate, test, advise, train and support IT related projects
- Procurement of IT hardware, software and maintenance products and services.
- Configuration and data disaster recovery routine plan management
- Schedule backup plan for departmental activities
- Introduced One Drive for Business as a cloud backup utility
- Desktop Support Administrator using Skype for Business

Alliance Construction Consultancy IT Consultant February 2017- present

Duties:

- Handling the tasks of monitoring system's performance through real-time alerts
- Establishing system performance metrics and defining mechanism for tracking performance on an ongoing basis
- Coordinating with users and management on developing performance metrics
- Determining database environment set up for applications from development through production implementation
- Collecting information to be recorded in database
- Dividing information into tables, turning information into columns, and setting up table relationships
- Managing the tasks of generating capacity plans for upcoming projects
- Configuring Linksys Routers/Switches/ Cisco Meraki
- Managing and maintaining Windows server 2012 environment
- Configuration of Active Directory (Server Administrator)
- Windows Server 2012 Domain Administrator
- Configuration of Cisco Switches and Routers
- Responsible for hardware and software installation, maintenance and repair.
- Configuration and maintenance of LAN & WAN
- Strengthening the IT infrastructure through to implementing new technologies.
- Developing and maintaining the organization IT systems, software
- Having strong IT, commercial, planning and budgeting skills
- Procurement of IT hardware, software and maintenance products and services.
- Configuration and data disaster recovery routine plan management
- Maintaining a team of administrative and technical staff.

Did IT Consultancy for Actionaid-Liberia In the month of February 2017

Duties:

- Configuration and maintenance of some LAN & WAN
- Helped in configuring a network printer Name Canon printer.
- Helped some staff with basic computer problems.
- To evaluate and test printer for proper print

Chemonics International/USAID Through REOCOMM GROUP INC LIBERIA IT Specialist August 2016 - February 2017

Duties:

- Configuring Mikrotik Routers and Switch
- Managing Mikrotik Routers and Switch
- Responsible for hardware and software installation, maintenance and repair.
- Configuration and maintenance of LAN & WAN

- Managed of Microsoft office suite 2010/2013
- Managed their Network shared printer to allow staff's to be able to print on the network
- Managed printer Scanner
- Maintaining LAN & WAN Network infrastructure.
- Strengthening the IT infrastructure through to implementing new technologies with the DCOP
- Reporting to DCOP and help the DCOP with some Ms excel documents
- Maintaining the organization Database systems, Developing and database within Ms Excel.
- Having strong IT, commercial, planning and budgeting skills
- To evaluate, test, advise, and support IT related issued with staff's
- Worked closely with the DCOP, and Finance and logistics and procurement department
- Configuring financial software to be able to communicate with the finance team from HQ
- Schedule backup plan for departmental activities
- Desktop Support Administrator using of Desktop Apps

PCI/USAID (PEER Project) — Benson Street, Monrovia Liberia

ICT Assistant, September 2015 to August 2016

Duties:

- Managing and maintaining Windows server 2003/2008/2012 environment
- Configuration of Active Directory (Server Administrator)
- Windows Server 2008/2012 Domain Administrator
- Configuration of Cisco Switches and Routers
- Deployment of Cisco devices for operational use
- Responsible for hardware and software installation, maintenance and repair.
- Configuration and maintenance of LAN & WAN
- Management of Microsoft SharePoint via office 365 online
- Maintaining a team of over 75 administrative and technical staff.
- Strengthening the IT infrastructure through to implementing new technologies.
- Reporting to IT Director at Chicago and Chief of Party.
- Developing and maintaining the organization IT systems, software and database.
- Having strong IT, commercial, planning and budgeting skills
- To evaluate, test, advise, train and support IT related projects
- Procurement of IT hardware, software and maintenance products and services.
- Configuration and data disaster recovery routine plan management
- Schedule backup plan for departmental activities
- Introduced One Drive for Business as a cloud backup utility
- Desktop Support Administrator using Skype for Business

CORE+ the Rugged Cable Farm – Greenville, Grand Kru County

Network Administrator June 2015 – September 2015

Duties:

- Implementing and Managing Networks
- Implementing network Security
- Troubleshooting LAN and WAN Connectivity
- Configuring Network Routers/Switches
- Setting up small office/Home office networks
- Design and Configure Network Infrastructure
- Administer and maintained windows environment such as Windows7/8.
- Managed and monitored network IT Infrastructure.

- Designed, implement network system.
- Provide training to new staffs within the CompTIA + and Network+ Department.
- Troubleshoot and resolved email issues using Outlook 2010/2013
- Maintained and monitor all IT related equipment /devices.
- Perform routine hardware maintenance and cleaning
- Perform differential, incremental, and daily backup as required
- Ensure anti-virus and others software are current and upgraded.
- Liaise with ISP on connectivity related issues
- Ensure that internet is working properly on Sinoe Multilateral High School, Greenville and Barclayville Central High School Campus.

Lonestar Cell MTN Liberia – Congo Town, Monrovia Network Support Technician January 2013 – January 2014

Duties:

- Administer and maintained windows server 2008 environment such as Active Directory, DNS, DHCP Services at Head office.
- Configure, Troubleshoot and maintain Network Infrastructure.
- Setup and configure Site to Site, VPN connection to Lonestar Field offices.
- Maintain and secure passwords, file system security and data integrity for desktop environment.
- Support in workflow evaluation and improvement.
- Manage and maintain computer system and servers.
- Create and document logs for network activities
- Supervision of network setup and design
- Supervision of Server racks placement, rack labelling, patch panels labelling, and ports labelling

Solution Net-Cape Coast, Ghana IT Administrator January 2010 - December 2012

Duties:

- Maintaining a team of administrative and technical staff.
- Analyzed system logs and identifying potential issues with computers system
- Support implementation and planning of deletions, additions and major changes to IT System.
- Troubleshoot and maintain WAN & LAN network problems related to every component.
- Maintain server, upgrade, and secure, system backups and disaster recovery preparation.
- Conduct network troubleshooting to segregate and identify general network problems.
- Manage entire purchase of inventory related to hardware, software and other IT supplies.
- Manage testing processes for new and existing processes.
- Follow documented process; i.e. implementing change control procedures of Fast track Communication.
- Recommend software and hardware solutions comprising of upgrades and new acquisitions.
- Maintain and secure passwords, file system security and data integrity for desktop environment.
- Support in workflow evaluation and improvement.
- Manage and maintain computer system and servers.
- Create and document logs for network activities.

EDUCATION

April 18, 2018	Achievement of a Microsoft Certified Professional (MCP) International Certificate
2011-2012:	Beacon Training – Information Technology Solution (BTITS) Microsoft Certified Information Technology Professional (MCITP) <ul style="list-style-type: none">– Managing and Maintaining a Windows Server 2008/2012 Environment– Configuration of Windows Server 2008/2012 Infrastructure– Managing Windows Server 2008/2012 Network Infrastructure– Administering Windows Server Active Directory
2008-2009:	The Lord International Collage of Information Technology (LICIT) Microsoft Certified System Engineer (MCSE) <ul style="list-style-type: none">– Managing and Maintaining a Windows Server 2003/2008 Environment– Windows Server 2003/2008 Infrastructure– Installing and Configuring Windows XP/7
2008-2009:	Vision One Systems Training Institute Diploma (CompTIA +A) <ul style="list-style-type: none">– Install, configure and troubleshoot hardware– Install, configure and troubleshoot Operating systems– Basic repairs, Maintenance and Printer Operations
2005-2006:	AGREDS-Ghana /UNHCR Skills Training Certificates (CompTIA Network+) <ul style="list-style-type: none">– Implementing and Managing Networks– Implementing network Security– Troubleshooting Network problems– Setting up small networks– Network structures– Microsoft Office Suite
2004-2005:	Dominion Christian Academic High Diploma

ICT CONSULTANCY WITH OTHER INSTITUTIONS

In addition to my full – fledged job experiences mentioned above, I have been providing auxiliary IT support to the below mentioned organizations:

- JLNB-360 (SHINE PROJECT)** **2017 - Present**
Front Street Monrovia,
Liberia
+231-775-913-515
- ALLINCE CONSTRUCTION CONSULTANCY** **2017 - Present**
Oldest Congo Town Monrovia, Liberia
+231-886-402-308
- ACTIONAID-LIBERIA** **2017 - Present**
Oldest Congo Town Monrovia, Liberia
+231-886-517-667/+231-777-517-667
- MILDRED TAYLOR HIGH SCHOOL** **2016 - Present**
12th Street Sinkor
Monrovia, Liberia
+231-777-893-871
- TGH APARTMENTS** **2016 - Present**
Old Road Monrovia, Liberia
+231-777-893-871
- FAST TRACK COMMUNICATION** **2012 - Present**
Dur-pro Road Junction Monrovia,
Liberia
+231-886-536-857
- LIBERIA LAW REFORM COMMISSION** **2015 - Present**
Old CID Road Monrovia,
Liberia
+231-886-625-930/+231-770-357-906
- BARBU LAW FIRM** **2015- Present**
Camp Johnson Road Monrovia, Liberia
+231-886-303-392

Additional Skills & Training

2015	Certificate of Achievement Microsoft Certified – Hardware and Core A+ System Specialist, Accra Ghana
2016	Certificate of Appreciation and Recognition Certificate of award Project Concern International (PCI), Monrovia, Liberia
2016	Certificate of Achievement Goldberg Pathway Software (GPath) Specialist, Monrovia, Liberia
2012	Certificate of Achievement Microsoft Certified – Network + Specialist Accra, Ghana

References:

1. Steve Frear
Interim Manager, Information Technology
Operations Support
Tel: +001-503-624-1215
Email: sfrear@medicalteams.org
2. Ida Y. Williams Cyrus
Medical Teams International (MTI)
Finance Manager
+231-777-001-417/+231-886-653-856
Email: icyrus@medicalteam.org or idawilliams01@gmail.com
3. Emmanuel Howard
RTI International / USAID (EHELD Project) Old Road. IT Specialist
Tel: +231-776-575-067
4. Dominic Bobby Jenn
GVL Liberia Procurement Officer
Tel: +231-777-337-993/+231-886-494-461

